

* This message is being sent to all *EDFacts* Submitters and CSPR Coordinators- also available online at www.ed.gov/edfacts/support.html *

PSC Closed for Federal Holiday on Monday, 1/17/2011

The Partner Support Center will be closed on Monday, January 17, 2011 for the Federal holiday and re-open at 8AM EST on Tuesday, January 18.

Updated SIG Metric Crosswalk for SY 2009-10 Baseline Data

Attached is an update to the SIG Metric Crosswalk to *EDFacts* File and Data Groups, originally distributed to states on 1/11/2011. This update adds DG751 (Achievement Percentile) to metric 8, which was missing from the previous version of this crosswalk document.

As a reminder, SY 2009-10 SIG baseline data files should be submitted as text delimited (non-XML) file attachments via email to PSC by 1/31/2011. Please adhere to the file naming convention in section 3.0 of each file specification.

File Format Checker Updates Available

The *EDFacts* File Format Checker tool has been updated and is available to states upon request. Note that there is a separate tool for each of school years 2009-10 and 2010-11, as follows:

- 2009-10 File Format Checker, Version 1.2 - checks all ESS files due through 2/28/2011
- 2010-11 File Format Checker, Version 1.0 – checks all currently Active ESS files for SY 2010-11

This tool is useful for quickly finding format errors in data files before submitting them to ESS. States can obtain the tool for their use by simply requesting it from the PSC (an email request is fine). Note that this is an informal, unsupported tool used by PSC that is also provided for your convenience.

New PSC Customer Service Survey Available this Month

The PSC is launching a new, optional survey for states. This survey measures end-user customer satisfaction with Partner Support Center service received during the resolution of a specific issue (ticket).

This survey is approved by OMB under control # 1800-0011. It was designed using best practice methods for support centers. A pilot test of the survey was conducted with 5 states and changes included in the final version of the survey. Results will be used to improve the service process, employee training, and user outreach/documentation.

A link to the survey will be included in each email resolution from the PSC to state users. Each state user can then (on a voluntary basis) complete the survey to evaluate the service

experience received on that particular ticket (issue or question). The survey takes 1 to 3 minutes to complete.

A copy of the survey form is attached for your reference.

Webinar Materials from 1/6/2011 PSC Online Meeting with States (CCD Emphasis)

This month's meeting included an explanation of CCD file due dates and comments by representatives from NCES and Census. States who missed the webinar are encouraged to view it via the audio/video recording posted at:

<http://www2.ed.gov/about/inits/ed/edfacts/support-psconline-meeting.html>

The PowerPoint presentations and state Questions & Answers from the meeting are attached.

Reminder: Register for CSPR Part II Training Webinar

EDFacts Coordinators and CSPR Coordinators from each state should register and plan to attend the CSPR SY2009-10 Part II Training webinar. The planned agenda for the training is as follows:

- CSPR SY 2009-10 Timeline and System Features
- CSPR Changes from Previous Year
- CSPR Main Menu Options
- CSPR User Access Roles
- CSPR Q&A Formats, General Navigation
- CSPR Workflow Processes
- CSPR-EDFacts Data Population
- CSPR Edit Checks
- EDFacts Reporting Options
- CSPR Supporting Information
- Online Demonstration

Webinar Date: Thursday, January 13, 2011, from 3:00 – 4:30 PM EST

Please register using the following link and invite your CSPR Coordinator and other CSPR submitters to join us:

<https://www1.gotomeeting.com/register/231983992>

After registering, you will receive a confirmation email containing the toll-free phone number and website link for joining the Webinar.

Upcoming Due Dates and Reminder to Update SSP as Necessary

1/31/2011 – SIG Baseline Data Due to PSC via e-mail attachment

1/31/2011 - SY 2009-10 Files Due

N/X032 Dropouts
N/X040 Graduates/Completers
N/X041 Graduation Rates
N/X071 Personnel Skilled in Technology
N/X117 8th Grade Technology Literacy

1/31/2011 - SY 2010-2011 Files Due

N/X029 Directory
N039 Grades Offered (*not required if Directory is submitted in XML*)

2/1/2011 - SY 2009-10 Files Due

N/X003 Children w/Disabilities (IDEA) Academic Achievement
N/X004 Children w/Disabilities (IDEA) Not Participating in Assessments
N/X146 Children w/Disabilities (IDEA) Alternate Assessment Caps
Note: File N/X093 Children w/Disabilities (IDEA) Participation in Assessments due December 16 for CSPP Part I is also used February 1 for IDEA reporting requirements.

2/17/2011 in ESS - CSPP Part II Files

N/X036 Title I Part A TAS Services
N/X037 Title I Part A SWP/TAS Participation
N/X054 MEP Students Served - 12 Months
N/X065 Federally Funded Staff
N/X113 N or D Academic Achievement – State Agency
N/X119 N or D Participation – State Agency
N/X123 MEP Students Served - Regular School Year
N/X124 MEP Students Served - Summer/Intersession
N/X125 N or D Academic Achievement -LEA
N/X127 N or D Participation - LEA
N/X134 Title I Part A Participation
N/X135 N or D Long Term
N/X145 MEP Services

2/28/2011 - Other SY 2009-10 Files Due (used by Office of Safe and Drug-Free Schools)

N/X030 Discipline Incidents
N/X136 Students Disciplined

2/2/2011 - SY 2010-11 Files Due

N/X002 Children w/Disabilities (IDEA) School Age—*SEA and LEA Level*
N/X089 Children w/Disabilities (IDEA) Early Childhood—*SEA and LEA Level*

NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not mean that the due date itself has changed. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.

EDFacts System Status

This is to provide the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running

Files Received: 532

Files Processed: 310 (24 superseded, 182 had errors)

Average File Processing Time: 55 minutes, 36 seconds

Note: Excluding 12 large School Directory files, the average time was: 14 minutes, 42 seconds

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

New Issues Affecting Multiple SEAs

1. ESS: Two states reported that the guidance for the permitted value of "Children attending a regular early childhood program" in file spec N/X089 is inconsistent. The guidance in section 2.0 lists a permitted value of REC, but the guidance in the data record tables shows RECNNY. Which is correct? Status: The correct permitted value for Children attending a regular early childhood program, is RECNNY. The N/X089 file specifications will be updated shortly and posted to www.ed.gov/edfacts.
2. ESS: A user contacted PSC to inform us that the system appears to be sending too many automated email messages. PSC researched and found that automated email notifications of Format Errors and Validation Errors are sending multiple times. Status: Ticket was escalated to the development team and corrected in an ESS update scheduled for release on 1/13/2011.
3. ESS: A state reported that their SY 2009-10 submission of N/X040 has generated Submission Errors in SY 2010-11. They submitted all three levels of the file and their SEA level errors displayed in SY 2010-11. Another state submitted these files and saw similar results, though not yet reported to PSC. Status: Ticket was escalated to the development team and corrected in an ESS update scheduled for release on 1/13/2011.
4. ERS: Several states reported that in the LEAD and Submission Status reports, file N/X059 Staff FTE information is not displaying properly or appears to not have been submitted. This affects all school years in these reports. Status: Escalated to the development team for resolution.
5. CSPR: States have asked whether they can update Migrant Child counts (N/X121) after CSPR Part I has closed. Status: Per the notice stated in the certification of each state's CSPR, "once the CSPR, Part I closes on December 17, states will NOT be allowed to submit increased migrant child counts in sections." If a state sees a need to resubmit file N/X121, they should first contact the PSC for guidance.

New or Updated Knowledgebase Articles

- None this week

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 13.02 days

Tickets not requiring escalation: 1.02 days

Response time to e-mail inquiries: 0.14 hours

Thank you,
PSC

EDFacts Partner Support Center
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For general feedback on PSC support, contact: [Paul Johnson](#)